



Digital Transformation Boosts Productivity and Quality of EOC Program

A regional healthcare provider with multiple hospitals and ambulatory sites struggled with Environment of Care (EOC) inspections, departmental self-assessments, and other compliance activities. Teams were bogged down by time-consuming paper forms, spreadsheets, and emails that had to be manually compiled across operating groups. In addition, the lack of uniformity between facilities proved troublesome when preparing reports for assessments and audits. The healthcare provider recognized the need to implement a more streamlined and standardized process.

The answer? MSI's WebView^{AMS} EOC compliance management software solution, which has empowered staff to achieve the following benefits:

- Survey teams efficiently collect data using **mobile devices with custom templates and standardized entries**. Mobile devices prompt users to input comprehensive inspection data for their self-assessment areas (e.g., engineering, nursing, security). There are also options to add ad hoc entries, report issues and capture employee questions.
- Managers now **assess a wide array of data and feedback** from detailed summary reports to gather valuable insights into their inspection activities. Instead of having to dig through spreadsheets and emails, team members can **view data, notes, and photos on their online EOC dashboard**. Having all data in one place allows managers to follow up on corrective actions and enhance communications, leading to process improvements within and across facilities.
- **Automated notifications and reports** provide real-time status updates to key personnel and allow managers to monitor each hospital's status, findings, and corrective action plans. Metrics show managers how their facilities are performing and whether an issue is unique to their hospital or is something prevalent across other facilities. The process also **identifies areas that need improvement or additional training**, ultimately helping to enhance patient care and safety.
- Managers can now confidently and efficiently demonstrate compliance during audits. Findings and issues requiring repairs can easily be transitioned into work orders and assigned to maintenance. When auditors ask to see the healthcare provider's corrective action process, the team can quickly pull up their history to **show when and how problems were identified and corrected**.

All in all, this client is saving tons of time on their EOC rounds and inspections. In fact, clients who use MSI's WebView^{AMS} solution typically **reduce time spent on inspection processes by 25%** and **reduce time spent on data analysis and reporting by 75%**. Plus, clients **slash audit preparation time by an astounding 80%**. These new processes give hospital management peace of mind that they are complying with EOC requirements since their assessment activities and data are well-documented, organized, and easily accessible anytime, anywhere.

Maintenance Strategies Inc.

800 Adams Avenue, Suite 120 Norristown, PA 19403

800-676-6565 www.msicorp.com

Contact healthcare@msicorp.com for more information or to schedule a demo

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